

INDIVIDUAL SUPPORTED EMPLOYMENT

Service Description

H022-FH

A service that provides job development, assistance in matching the individual with an integrated competitive job and intensive time-limited supports to an employed individual once placed.

This time-limited service provides regular contacts at an ~~individual~~ job site with the employed ~~Division member~~~~consumer~~ and/or with the employer. This service is intended to help the ~~member~~~~consumer~~ develop the specific on-the-job skills necessary for successful employment and may also include job search when such services are not available through the Rehabilitation Services Administration/- Vocational Rehabilitation program.

Service Requirements and Limitations

1. Individual Supported Employment is provided only to a ~~member~~~~consumer~~ who is working in the public work force in an integrated setting or is self-employed.- Integrated setting means a setting typically found in the community in which an individual with disabilities interacts with non-disabled persons (other than the Qualified Vendor's paid staff) to the same extent that non-disabled persons in comparable positions interact with others.
2. Wages must be paid by the employer according to State and Federal standards.
3. This service may also be used to provide support to a ~~member~~~~consumer~~ who is self-employed.
4. Work as a member of an enclave or work crew does not qualify as Individual Supported Employment.

Service Goals, ~~and~~ Objectives, and Outcomes

Service Goals: *Job Coaching*

To provide direct support to enable the ~~member~~~~consumer~~ to develop positive work-related habits, attitudes, skills, and work etiquette directly related to their specific employment, as well as assisting the ~~member~~~~consumer~~ to become a part of the informal culture of the workplace.

Service Objectives: *Job Coaching*

The Qualified Vendor shall ensure that the following objectives are met:

- ~~1. Participate with the consumer's Individual Support Plan (ISP) team to develop and implement a Job Coaching Agreement that identifies employment outcomes for each consumer receiving the service.~~

- 2.1. Ensure that the ~~member~~consumer has the opportunity to participate in gainful, productive, and regular work.
- 3.2. Orient the ~~member~~consumer to health and safety aspects/requirements of ~~his or her~~their particular job.
- 4.3. Identify supports needed to assist the ~~member~~consumer in maintaining and advancing in employment.
- 5.4. Provide ongoing monitoring of the performance and general job-related skills of the ~~member~~consumer to identify both strengths and barriers to maintain and advance employment.
- 6.5. Assist the ~~member~~consumer in resolving training/work issues as well as any personal concerns that may interfere with ~~his or her~~their job performance.
- 7.6. Be respectful of the ~~member~~consumer's needs and wishes regarding contact while working; ~~as specified in the ISP and Job Coaching Agreement.~~
- 8.7. Maintain ongoing communication with a ~~member's~~consumer's employer to assess the employer's satisfaction with job performance.
- 9.8. Assist ~~member~~consumers in learning new skills necessary for maintenance or advancement in their employment setting.

Service Outcomes: ***Job Coaching***

~~1. At least seventy-five percent (75% (seventy five percent)) of members served by the Qualified Vendorconsumers, based on the average number of members supported over a one (1) year period (January through December), will maintain competitive employmentmeet their annual vocational goals, as defined in their ISP. Documentation of this outcome shall be included in the comprehensive consumer status report to each District Program Manager/designee (where the service is being performed). See "Recordkeeping and Reporting Requirements" below.~~

Service Goals: ***Job Search***

To assist the ~~member~~consumer in finding/obtaining a job, when such service is not available through Rehabilitation Services Administration/Vocational Rehabilitation. This service must be pre-approved by the District Program Manager/designee.

Service Objectives: ***Job Search***

The Qualified Vendor shall ensure that the following objectives are met:

1. Participate with each ~~member's~~ consumer's planning ISP team (e.g., ISP team) to develop and implement a Job Search Agreement that identifies the employment outcome, job search strategy and activities necessary to achieve that outcome. The agreement shall include the amount of time for each activity needed to achieve the outcome.
2. Assist the ~~member~~ consumer in preparing for a job search, including creating a job history and/or resume, preparing for interviews, and accompanying the ~~member~~ consumer on interviews.
3. Develop employment opportunities for the ~~member~~ consumer with local employers and provide education to potential employers regarding the benefits of hiring individuals with developmental disabilities.
4. Assist the consumer in finding and obtaining a job.

Service Outcomes: Job Search

At least seventy-five percent (75%) ~~(seventy-five percent)~~ of members served by the Qualified Vendor ~~consumers, based on the average number of members provided this service over a one (1) year period referred for job search,~~ will become employed. ~~Documentation of this outcome shall be included in the comprehensive consumer status report to each District Program Manager/designee (where the service is being performed). See "Recordkeeping and Reporting Requirements" below.~~

Service Utilization Information

Job Coaching

1. This service must be provided individually ~~in accordance with a Job Coaching Agreement developed on Division forms, between the Qualified Vendor, the Division District Program Manager/designee and the consumer's ISP team.~~
21. Typical utilization is two (2) to four (4) hours per week. Maximum length of time job coaching can be authorized for any single ~~member~~ consumer is twelve (12) months. ~~The consumer's Job Coaching Agreement will determine actual utilization.~~ This service can be reauthorized only if recommended by the ~~member's~~ consumer's planning ISP team and approved by the District Program Manager/designee.
32. Staff ratio is never less than one (1) job coach to one (1) ~~member~~ consumer.
43. Unless otherwise approved by the District Program ~~Administrator/~~Manager/~~or~~ designee, services shall only be provided to ~~member~~ consumers eighteen (18) ~~(eighteen)~~ years of age or older.
54. Individual Supported Employment services shall not be provided concurrently with other employment support services (i.e., Center-Based Employment or Group Supported

Employment). However, a ~~member~~~~consumer~~ may receive different habilitation services at different times within a given day. The only exception would be those supports provided as designated in Section 5 or 6 below.

65. Employment Support Aide services needed to meet the personal care needs of a ~~member~~~~consumer~~ who would otherwise be excluded from Individual Supported Employment may be billed up to one (1) hour per ~~member~~~~consumer~~ per day. This service is provided one-~~to-one~~ (1:1) in accordance with the ~~member's~~~~consumer's~~ ~~planning~~~~ISP~~ team, as approved by the District Program Manager/designee. This service may be billed in addition to the Individual Supported Employment hour of service.

76. Employment Support Aide services needed to support ~~member~~~~consumers~~ with a co-occurring behavioral health diagnosis who would otherwise be excluded from Individual Supported Employment may be billed for up to three (3) hours per day per ~~member~~~~consumer~~. Support services must have been denied by the relevant Regional Behavioral Health Authority ("RBHA"). This service is provided one-~~to-one~~ (1:1) in accordance with the ~~member's~~~~consumer's~~ ~~planning~~~~ISP~~ team, as approved by the District Program Manager/designee. This service may be billed in addition to the Individual Supported Employment hour of service.

87. A ~~member~~~~consumer~~ can receive services from only one (1) Employment Support Aide at a time.

Job Search

1. This service must be provided individually in accordance with a Job Search Agreement, developed on Division forms, between the Qualified Vendor, the ~~Division~~ District Program Manager/designee and the ~~member's~~~~consumer's~~ ~~planning~~~~ISP~~ team.
2. Typical ~~utilization~~~~usage~~ is ~~five (5) to twenty 5-(20-(five to twenty))~~ hours per month. This service is intended to be provided intermittently, as authorized per a ~~member~~~~individual's~~ ~~consumer's~~ Job Search Agreement.

Rate Basis

Job Coaching

- 1.** Published. The published rate is based on one (1) hour of direct service.
- 2.** Throughout the term of the contract, the appropriate billing codes, billing units, and associated billing rules are subject to change. All billing codes, billing units, and associated billing rules will be included in the Division's Policies and Procedures Manual, Billing Manual, *RateBook*, and/or other provider resources made available by the Division.

Job Search

1. Published. The published rate is based on one (1) hour of service.
2. Basis of payment for this service is an hourly unit of Qualified Vendor staff time spent directly with or specific to the ~~member~~consumer and verified by the ~~member~~consumer.
3. Throughout the term of the contract, the appropriate billing codes, billing units, and associated billing rules are subject to change. All billing codes, billing units, and associated billing rules will be included in the Division's Policies and Procedures Manual, Billing Manual, *RateBook*, and/or other provider resources made available by the Division.

Direct Service Staff Qualifications

Job Coaching

The Qualified Vendor shall ensure that staff is trained in developing and teaching meaningful employment related activities (e.g., hygiene, punctuality, supervisory relationships, peer relationships, work etiquette, job interviewing, ~~etc.~~) for the ~~member~~consumers they support in the community in order to obtain and maintain employment.

Job Search

The Qualified Vendor shall ensure that staff is trained in developing community job opportunities and teaching meaningful employment related activities (e.g., hygiene, punctuality, supervisory relationships, peer relationships, work etiquette, job interviewing, ~~etc.~~) for the ~~member~~consumers they support in the community.

Recordkeeping and Reporting Requirements

The Qualified Vendor shall maintain daily records on file as proof of the number of hours worked by each direct service staff providing direct service to members.

1. Each time sheet, equivalent document, or data system shall contain the original signature or other independent verification (that complies with A.R.S. § 41-132) of the member/member's representative after service delivery confirming the hours worked. Proof of hours worked must be signed or verified by the member/member's representative before the Qualified Vendor submits the claim for payment.

Job Coaching

1. The Qualified Vendor shall submit quarterly individualized progress reports on ~~the each member~~ consumer using Division forms ~~within thirty (30) days after the close of the quarter~~ to the ~~member's~~ consumer's ~~Support~~ Coordinator and the ~~member/consumer/family/member's~~ consumer's representative. The quarter is based on the member's annual planning cycle. The first quarterly progress report is due no later than the fifteenth (15th) day following the end of the quarter in which the service is initiated.

Subsequent quarterly progress reports are due no later than the fifteenth (15th) day following the end of the quarter.

1.1 At a minimum, ~~t~~The reports shall include the following:

1.1.1 Progress of the ~~member~~consumer toward achievement of the established objectives/outcomes;

1.1.2 A detailed record of each contact with the ~~member~~consumer and/or his/her employer

~~24.~~ The Qualified Vendor shall provide an aggregate program comprehensive status report using Division forms ~~no later than the thirty-first (31st) day of January and July August~~every six (6) months ~~within thirty (30) days after the end of the period.~~ These reports will be District specific and forwarded to the appropriate District Program Manager/designee ~~(where the service is being performed).~~

3. If the ~~member~~consumer loses his/her job, the Qualified Vendor shall notify the member's ~~DDD S~~support Coordinator/Supervisor/designee and District Program Manager/designee within two (2) working days of the Qualified Vendor being notified.

~~4. Qualified Vendors shall maintain signed and approved Job Coaching Agreements.~~

Job Search

1. The Qualified Vendor shall submit quarterly individualized progress reports on ~~the each~~ memberconsumer using Division forms ~~within thirty (30) days after the close of the quarter~~ to the member'sconsumer's ~~S~~support Coordinator Division and the memberconsumer/family/member'sconsumer's representative unless the member/member's representative has requested not to receive them. The quarter is based on the calendar year and the reports are due no later than the fifteenth (15) day following the end of the quarter. The Qualified Vendor shall refer to the Division's Provider Manual for guidance on report due dates and minimum content of the reports. member's annual planning cycle. The first quarterly progress report is due no later than the fifteenth (15th) day following the end of the quarter in which the service is initiated. Subsequent quarterly progress reports are due no later than the fifteenth (15th) day following the end of the quarter.

~~1.1~~ At a minimum, tThe reports shall include the following:

~~1.1.1~~ A detailed record of each contact with the memberconsumer, and

~~1.1.2~~ Detailed information in regard to specific job search activities.

2. The Qualified Vendor shall provide an aggregate program comprehensive status report using Division forms every six (6) months no later than the thirty-first (31st) day of January and August~~within thirty (30) days after the end of the period.~~ These reports will be District

specific and forwarded ~~go~~ to the appropriate District Program Manager/designee ~~(where the service is being performed)~~.

3. Qualified Vendors shall maintain signed and approved Job Search Agreements.
4. The Qualified Vendor shall maintain data that demonstrates full compliance with all programmatic and contractual requirements of the Department and the Division.

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